



**City Clerk**





## Department Description

The City Clerk's multi-faceted office functions have evolved in response to the needs of legislative bodies and their constituents. As clerk to the City Council, the Office records and preserves Council proceedings and provides procedural and technical support where needed. Office staff administers municipal elections, coordinates public hearings, and assists the public and other City staff in conducting business. The Office also disseminates information regarding legislative actions and policy decisions to City departments, other agencies, and the public. As official record keeper, the City Clerk maintains custody of City records.

The Department's mission is:

*To provide accurate information and maximize access to municipal government*

## Goals and Objectives

The following goals and objectives represent the action plan for the Department.

### ***Goal 1: Respond to the legislative needs of the City Council and their constituents***

Every division within the Office of the City Clerk works to meet the needs of the City Council and the citizens of San Diego. One important way of accomplishing this is by emphasizing access to information as it relates to the legislative process. Over the next one to two years, the Department will continue to accomplish this goal by focusing on the following objectives.

- Prepare and distribute docket materials in a timely manner
- Effectively coordinate and administer public hearings

### ***Goal 2: Administer municipal elections and serve as filing officer for the City of San Diego***

Proper administration of the election process serves the people's right to exercise their vote by ensuring an expeditious, complete process. Timely, accurate handling of disclosure documents serves the people's right to information by ensuring access to information about those making, or influencing, or attempting to make or influence municipal decisions. Over the next one to two years, the Department will continue to accomplish this goal by focusing on the following objectives.

- Effectively administer and coordinate municipal elections
- Serve as filing officer by processing the City's campaign finance disclosure reports, Statements of Economic Interests, and lobbyist registrations and reports

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- Effectively support the election/appointment process for board and commission members

## ***Goal 3: Provide access to the City's official record and legislative documents in as many different mediums as possible***

Access to information is a core function of the Office of the City Clerk. To this end we are dedicated to remaining on the cutting edge of information storage and retrieval. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objective.

- Maintain and preserve City Council proceedings and related documents (e.g., minutes, result sheets, resolutions / ordinances, contracts / agreements, leases / deeds / change orders)

## ***Goal 4: Administer records management program for the City of San Diego***

A viable Records Management Program ensures that each department can maximize its operational goals by making information more readily available for service delivery. Consolidating responsibility for the City's Records Management Program increases accountability and ensures effective service delivery. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objective.

- Effectively maintain custody of City documents

## ***Goal 5: Deliver excellent customer service***

The best customer service requires constant improvement, which requires constant assessment based on feedback and active benchmarking. Proper delivery of customer service serves the people by providing accurate information and maximizing access to municipal government in an efficient, timely, professional and courteous manner. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives.

- Utilize best business practices for customer management
- Respond quickly and accurately to customer requests
- Provide current, comprehensive, and accurate information to meet customers' needs

## ***Goal 6: Effectively support the goal of operating as 'One City'***

The Office of the City Clerk has a hand in almost every aspect of City business, bridging the legislative and executive sides of government. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives.

- Maintain easy access to needed points of contact across the City
- Communicate effectively across the City

## ***Goal 7: Utilize technology and best business practices in effective service delivery***

Technology provides the vehicle for enhanced access to information. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives.

- Apply technology effectively to provide increased and improved access to materials on-line
- Realize the fullest potential of existing technology and technical resources to provide the most complete service
- Apply technology more effectively to increase staff's ability to provide the most efficient service
- Ensure that the Department operates with fiscal responsibility
- Employ best practices for effective service delivery and applying flexibility to resource allocation
- Realize efficiencies by coordinating activities and standardizing processes across the City

## ***Goal 8: Effectively work as a team***

Each division within the Department works together to deliver outstanding customer service and to optimize access to local government. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objectives.

- Enable open and honest communication within the Department
- Rely on one another to accomplish the Department's goals

## ***Goal 9: Ensure that all members of the team perform their work ethically and with integrity***

The Office of the City Clerk is an independent department known for its impartiality and integrity. Over the next one to two years, the Department will move toward accomplishing this goal by focusing on the following objective.

- Ensure a high level of integrity and honesty in performance of work duties

## Service Efforts and Accomplishments

In collaboration with the Mayor's Office, the City Clerk is working to automate the Request for Council Action process. Currently, the process is performed manually. The automated process will save the City both time and money. In addition, back-up material for docket items will be scanned and uploaded to the web, providing easy access to City government for the residents and visitors of San Diego. The Office of the City Clerk implemented the "Real Time Motion" during Council meetings. This effort facilitates the Council members' voting process and also assists the public in understanding what is being voted upon.

In an effort to provide wider access to the docket and in response to a suggestion from a member of the public, the City Clerk implemented a televised list of docketed items. CityTV broadcasts the City docket periodically throughout the weekend prior to the City Council meeting.

In addition, the Office of the City Clerk began scanning and uploading all exhibit or back-up material for items presented to City Council. This allowed members of the public to electronically access material prior to Council meetings.

The Elections and Information Services Division has implemented mandatory electronic filing of disclosure statements for campaign committees with contributions or expenditures of \$10,000 or more in connection with a City election. As more statements become available electronically, the public's benefit from rapid, ready access to campaign information will continue to grow.

The Records Management Division has implemented a new Imaging Program with full text retrieval and 100 percent quality assurance. The program began as a pilot and has now become permanent with two high-volume scanners. The Records Center is in the process of expanding its available storage area and will soon be taking in large volumes of maps. By the end of Fiscal Year 2008, the Records Management Division will have the updated Records Disposition Schedules available on the Intranet so that they are accessible to all City employees. The Division also plans to digitize photos of mayoral artifacts.

## Budget Dollars at Work: Performance Expectations

### Goal 1: Respond to the Legislative needs of the City Council and their constituents

Performance Measure	Baseline FY2007	Estimated FY2008	Target FY2009
1. Percent of time items received by Friday, 10 days prior to the meeting, are typed and proofread	84%	85%	90%
2. Percent of time docket back-up items received by Friday, 10 days prior to the meeting, are sorted and copied	86%	90%	90%
3. Percent of time docket information is uploaded on Wednesday by 12:00pm the week prior to the Council meeting of Monday	97%	95%	90%

### Goal 2: Administer municipal elections and serve as filing officer for the City of San Diego

Performance Measure	Baseline FY2007	Estimated FY2008	Target FY2009
1. Percent of time information regarding potential candidates is available on-line within three (3) days of filing documents	95%	100%	90%
2. Percent of time sample-ballot information is available on-line within three (3) days of filing with the Registrar of Voters	N/A to date in FY 2008	100%	85%
3. Percent of time lobbyist registrations and reports are made available for public viewing within seven (7) days of receipt	92%	90%	80%

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Performance Measure	Baseline FY2007	Estimated FY2008	Target FY2009
4. Percent of time updates to status changes to boards and commissions are made and posted within 48 hours of notification	89%	89%	90%

## Goal 3: Provide access to the City's official record and legislative documents in as many different mediums as possible

Performance Measure	Baseline FY2007	Estimated FY2008	Target FY2009
1. Percent of time Council meeting minutes are docketed for City Council approval within three weeks of meeting date	N/A to date in FY 2008	85%	85%
2. Percent of time results sheets are uploaded to the Clerk's website within two working days	100%	95%	90%

## Goal 4: Administer records management program for the City of San Diego

Performance Measure	Baseline FY2007	Estimated FY2008	Target FY2009
1. Number of days required to respond to record retention inquiries	2.6	2.5	2
2. Number of pages that are prepared, scanned, validated, translated through Optical Character Recognition (OCR), and released per hour with 100% accuracy	328	676	900
3. Percent of records requests completed within four hours	93%	94%	95%
4. Percent of return files and boxes processed within 5 business days	87%	98%	90%

## Goal 5: Deliver excellent customer service

Performance Measure	Baseline FY2007	Estimated FY2008	Target FY2009
1. Percent of requests completed within two days and five days	2 days – 78% 5 days – 92%	2 days – 75% 5 days – 90%	2 days – 60% 5 days – 70%
2. Percent of requests for which notification of progress is provided within four business hours and every two business days thereafter	100%	80%	70%

## Goal 6: Utilize technology and best business practices in effective service delivery

Performance Measure	Baseline FY2007	Estimated FY2008	Target FY2009
1. Percent of time the department reaches performance measure goals	50%	69%	90%

## Budget Dollars at Work: Sizing and Workload Data

	FY2005	FY2006	FY2007	Estimated FY2008	Target FY2009
<b>Workload Data</b>					
Number of mailings (deadline reminders, notices of deficiencies, responses to requests) (Elections)	1,704	1,746	2,671	2,700	2,500
Number of Statement of Economic Interests (SEIs) filed (Elections)	2,211	2,217	2,570	2,600	2,600

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	<b>FY2005</b>	<b>FY2006</b>	<b>FY2007</b>	<b>Estimated FY2008</b>	<b>Target FY2009</b>
Number of lobbyist registrations and reports filed (Elections)	483	607	711	500	500
Number of incoming boxes inventoried and placed in storage (Records)	1,367	1,183	1,637	2,650	2,700
Number of requested items retrieved from storage (Records)	5,673	4,727	4,792	3,950	4,000
Number of pages copied & distributed to support legislative process (Dockets)	2.3M.	2.4M	3.9M	2.9M	2.5M
Number of City Council items processed (Council Actions)	6,485	6,515	6,805	6,500	7,000





## Department Summary

City Clerk				
	FY 2007 BUDGET	FY 2008 BUDGET	FY 2009 PROPOSED	FY 2008-2009 CHANGE
Positions	45.00	45.00	<b>45.00</b>	0.00
Personnel Expense	\$ 3,403,729	\$ 3,604,351	\$ <b>3,623,013</b>	\$ 18,662
Non-Personnel Expense	\$ 720,815	\$ 803,910	\$ <b>800,640</b>	\$ (3,270)
<b>TOTAL</b>	<b>\$ 4,124,544</b>	<b>\$ 4,408,261</b>	<b>\$ 4,423,653</b>	<b>\$ 15,392</b>

## Department Staffing

	FY 2007 BUDGET	FY 2008 BUDGET	FY 2009 PROPOSED
<b>GENERAL FUND</b>			
<b>City Clerk</b>			
Administration	2.00	1.00	<b>1.00</b>
Elections & Information Management	3.00	11.00	<b>11.00</b>
Legislative Services	20.00	19.00	<b>19.00</b>
Records Management	18.00	10.00	<b>10.00</b>
Support Services	2.00	4.00	<b>4.00</b>
<b>Total</b>	<b>45.00</b>	<b>45.00</b>	<b>45.00</b>

## Department Expenditures

	FY 2007 BUDGET	FY 2008 BUDGET	FY 2009 PROPOSED
<b>GENERAL FUND</b>			
<b>City Clerk</b>			
Administration	\$ 329,813	\$ 276,951	\$ <b>123,691</b>
City Clerk	\$ -	\$ -	\$ <b>5,327</b>
Elections & Information Management	\$ 361,389	\$ 833,602	\$ <b>870,587</b>
Legislative Services	\$ 1,620,362	\$ 1,726,328	\$ <b>1,826,140</b>
Records Management	\$ 1,616,301	\$ 1,105,964	\$ <b>1,158,157</b>
Support Services	\$ 196,679	\$ 465,416	\$ <b>439,751</b>
<b>Total</b>	<b>\$ 4,124,544</b>	<b>\$ 4,408,261</b>	<b>\$ 4,423,653</b>

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## Significant Budget Adjustments

### GENERAL FUND

City Clerk	Positions	Cost	Revenue
<b>Salary and Benefit Adjustments</b>	0.00 \$	74,672 \$	0
Adjustments to reflect the annualization of the Fiscal Year 2008 negotiated salary compensation schedule, changes to average salaries, retirement contributions, retiree health contributions, and other benefit compensation.			
<b>Non-Discretionary</b>	0.00 \$	61,953 \$	0
Adjustments to expenses that are determined outside of the Department's direct control. Examples of these adjustments include utilities, insurance, and rent.			
<b>Support for Overtime</b>	0.00 \$	27,726 \$	0
Increase in overtime to support late council meetings, off-site council meetings, and unanticipated special council meetings that require late preparation in order to meet State (Brown Act) and local mandates.			
<b>Funding of Terminal Leave</b>	0.00 \$	5,327 \$	0
Funding of additional personnel expenditures for terminal leave paid to employees who, upon conclusion of their tenure with the City, possess a large leave balance.			
<b>Revised Revenue</b>	0.00 \$	0 \$	(25,148)
Adjustment to reflect Fiscal Year 2009 revenue projections.			
<b>Support for Information Technology</b>	0.00 \$	(15,223) \$	0
Funding allocated according to a zero-based annual review of information technology funding requirements and priority analyses.			
<b>Savings from the Five-Year Financial Outlook</b>	0.00 \$	(50,000) \$	0
Adjustments to personnel and non-personnel expenses, and revenue as a result of budget reductions discussed in the City's Five-Year Financial Outlook. These reductions are further described in Volume I, "Budget Overview and Schedules".			
<b>Vacancy Savings</b>	0.00 \$	(89,063) \$	0
Adjustments in personnel expense from positions that are projected to be vacant for a period of time in Fiscal Year 2009 due to personnel transition and salary differentials for new employees.			

## Expenditures by Category

	FY 2007 BUDGET	FY 2008 BUDGET	FY 2009 PROPOSED
<b>PERSONNEL</b>			
Salaries & Wages	\$ 2,244,746	\$ 2,307,240	\$ 2,333,251

**Expenditures by Category**

	FY 2007 BUDGET	FY 2008 BUDGET	FY 2009 PROPOSED
<b>PERSONNEL</b>			
Fringe Benefits	\$ 1,158,983	\$ 1,297,111	\$ 1,289,762
<b>SUBTOTAL PERSONNEL</b>	\$ 3,403,729	\$ 3,604,351	\$ 3,623,013
<b>NON-PERSONNEL</b>			
Supplies & Services	\$ 290,824	\$ 383,788	\$ 334,216
Information Technology	\$ 339,364	\$ 351,736	\$ 315,367
Energy/Utilities	\$ 86,634	\$ 64,393	\$ 147,064
Equipment Outlay	\$ 3,993	\$ 3,993	\$ 3,993
<b>SUBTOTAL NON-PERSONNEL</b>	\$ 720,815	\$ 803,910	\$ 800,640
<b>TOTAL</b>	\$ 4,124,544	\$ 4,408,261	\$ 4,423,653

**Revenues by Category**

	FY 2007 BUDGET	FY 2008 BUDGET	FY 2009 PROPOSED
<b>GENERAL FUND</b>			
Charges for Current Services	\$ 18,625	\$ 18,625	\$ 8,600
Transfers from Other Funds	\$ -	\$ 12,000	\$ 12,000
Other Revenues	\$ 24,000	\$ 24,000	\$ 8,877
<b>TOTAL</b>	\$ 42,625	\$ 54,625	\$ 29,477

**Salary Schedule****GENERAL FUND****City Clerk**

<i>Class</i>	<i>Position Title</i>	<i>FY 2008 Positions</i>	<i>FY 2009 Positions</i>	<i>Salary</i>	<i>Total</i>
1105	Administrative Aide I	1.00	1.00	\$ 43,820	\$ 43,820
1107	Administrative Aide II	2.00	2.00	\$ 50,492	\$ 100,984
1218	Assoc Management Analyst	6.00	6.00	\$ 64,335	\$ 386,010
1237	Payroll Specialist I	1.00	1.00	\$ 39,515	\$ 39,515
1349	Info Systems Analyst III	1.00	1.00	\$ 71,601	\$ 71,601
1383	Legislative Recorder II	5.00	5.00	\$ 51,858	\$ 259,288
1395	Deputy City Clerk I	15.00	16.00	\$ 39,366	\$ 629,859
1396	Deputy City Clerk II	2.00	2.00	\$ 43,609	\$ 87,218
1535	Clerical Assistant II	3.00	3.00	\$ 35,402	\$ 106,206
1617	Micrographics Clerk	1.00	0.00	\$ -	\$ -
1746	Word Processing Operator	1.00	1.00	\$ 37,689	\$ 37,689
1879	Sr Clerk/Typist	1.00	1.00	\$ 43,313	\$ 43,313
1899	Stock Clerk	2.00	2.00	\$ 36,017	\$ 72,033
2138	City Clerk	1.00	1.00	\$ 138,000	\$ 138,000
2214	Deputy Director, Records Mgt	1.00	1.00	\$ 106,409	\$ 106,409
2252	Deputy Director, Legislative Services	1.00	1.00	\$ 106,409	\$ 106,409

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## Salary Schedule

### GENERAL FUND

#### City Clerk

<i>Class</i>	<i>Position Title</i>	<i>FY 2008 Positions</i>	<i>FY 2009 Positions</i>	<i>Salary</i>		<i>Total</i>
2253	Deputy Director	1.00	<b>0.00</b>	\$	-	\$ -
2253	Deputy Director, Elections & Info Mgmt	1.00	<b>1.00</b>	\$	106,409	\$ 106,409
	Vacancy Savings	0.00	<b>0.00</b>	\$	-	\$ (76,766)
	Bilingual - Regular	0.00	<b>0.00</b>	\$	-	\$ 15,836
	Overtime Budgeted	0.00	<b>0.00</b>	\$	-	\$ 25,000
	Temporary Help	0.00	<b>0.00</b>	\$	-	\$ 29,563
	Termination Pay Annual Leave	0.00	<b>0.00</b>	\$	-	\$ 4,855
	<b>Total</b>	45.00	<b>45.00</b>		\$	<b>\$ 2,333,251</b>
<b>CITY CLERK TOTAL</b>		45.00	<b>45.00</b>		\$	<b>\$ 2,333,251</b>